

## **Army Communities of Excellence (ACOE) - Army Performance Improvement Criteria (APIC)**

The Army Communities of Excellence (ACOE) Awards Program is modeled after the Malcolm Baldrige National Quality Award (MBNQA) Program.

Army Communities of Excellence awards are presented annually to installations for exemplary efforts to provide support to Soldiers, civilian employees, retirees, and families. The winning installations succeeded in improving working environments, housing and recreational opportunities.

The Army Communities of Excellence program uses the Army Performance Improvement Criteria, which is based on the Malcolm Baldrige National Quality Award criteria, to evaluate installations.

The Malcolm Baldrige performance criteria analyze organizational internal improvements, transformation and quality of management. Judging criteria also included business process improvement, individual innovation, groundbreaking initiatives, and dedication to efficiency and customer care.

Participants are judged against this common standard and not against each other.

Judging is done by an independent panel of six judges. The judges are senior and alumni examiners of the Malcolm Baldrige National Quality Award program.

Winning ACOE awards also brings monetary rewards for installations.